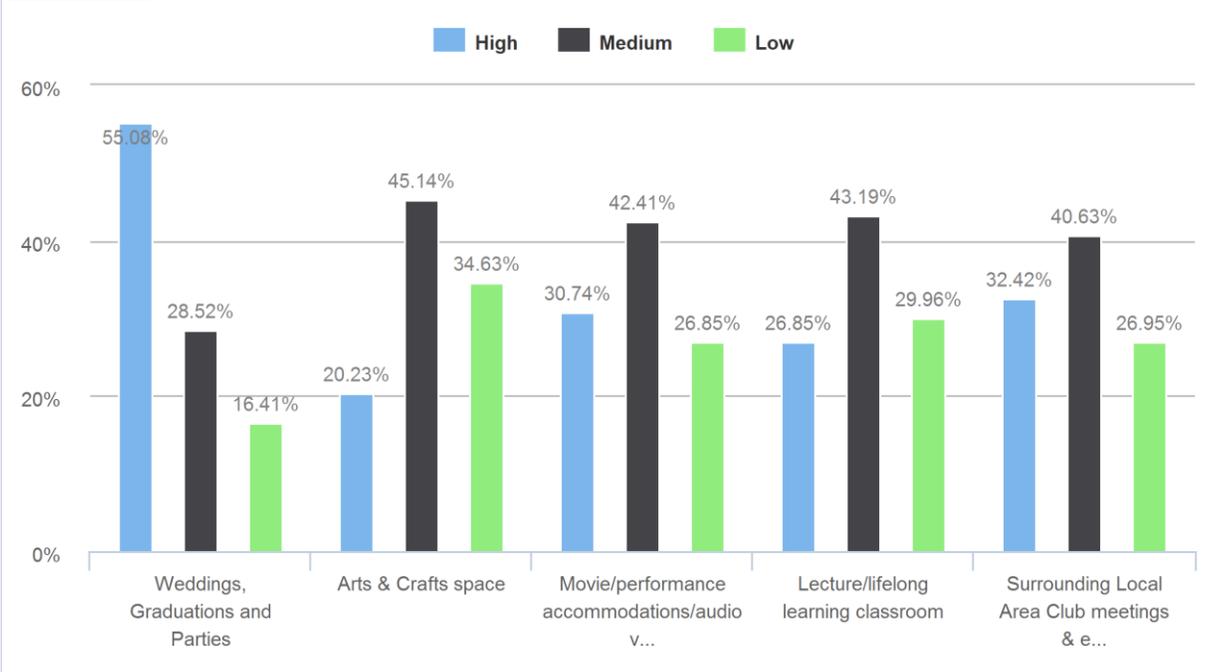


THE OVERLOOK OPERATIONS SURVEY REPORT

Our new Event Center (The Overlook at Chickasaw Point) is scheduled to be completed and open for operations by the end of this year. It will be a multi-purpose facility that will support POA business offices, Golf Course operations, a pub style grill as well as various community meetings and activities and rental space options. The team wanted your input on the following items:

Q33: Rate the perceived value if the following activities were offered in the new facility on a user fee basis:

All Respondents



Responses Percentage

Total Responded to this question:	257	94.83%
Total who skipped this question:	14	5.17%
Total:	271	100%

33. Rate the perceived value if the following activities were offered in the new facility on a user fee basis:

	High	Medium	Low	Total
Weddings, Graduations and Parties:	141(55.08%)	73(28.52%)	42(16.41%)	256
Arts & Crafts space:	52(20.23%)	116(45.14%)	89(34.63%)	257
Movie/performance accommodations/audio visual equipment:	79(30.74%)	109(42.41%)	69(26.85%)	257
Lecture/lifelong learning classroom:	69(26.85%)	111(43.19%)	77(29.96%)	257
Surrounding Local Area Club meetings & events:	83(32.42%)	104(40.62%)	69(26.95%)	256
Total Responded to this question: 257 94.83%				
Total who skipped this question: 14 5.17%				
Total: 271 100%				

Q34: What other activities would you suggest being considered?

All Respondents

	Responses	Percentage
Total Responded to this question:	59	21.77%
Total who skipped this question:	212	78.23%
Total:	271	100%

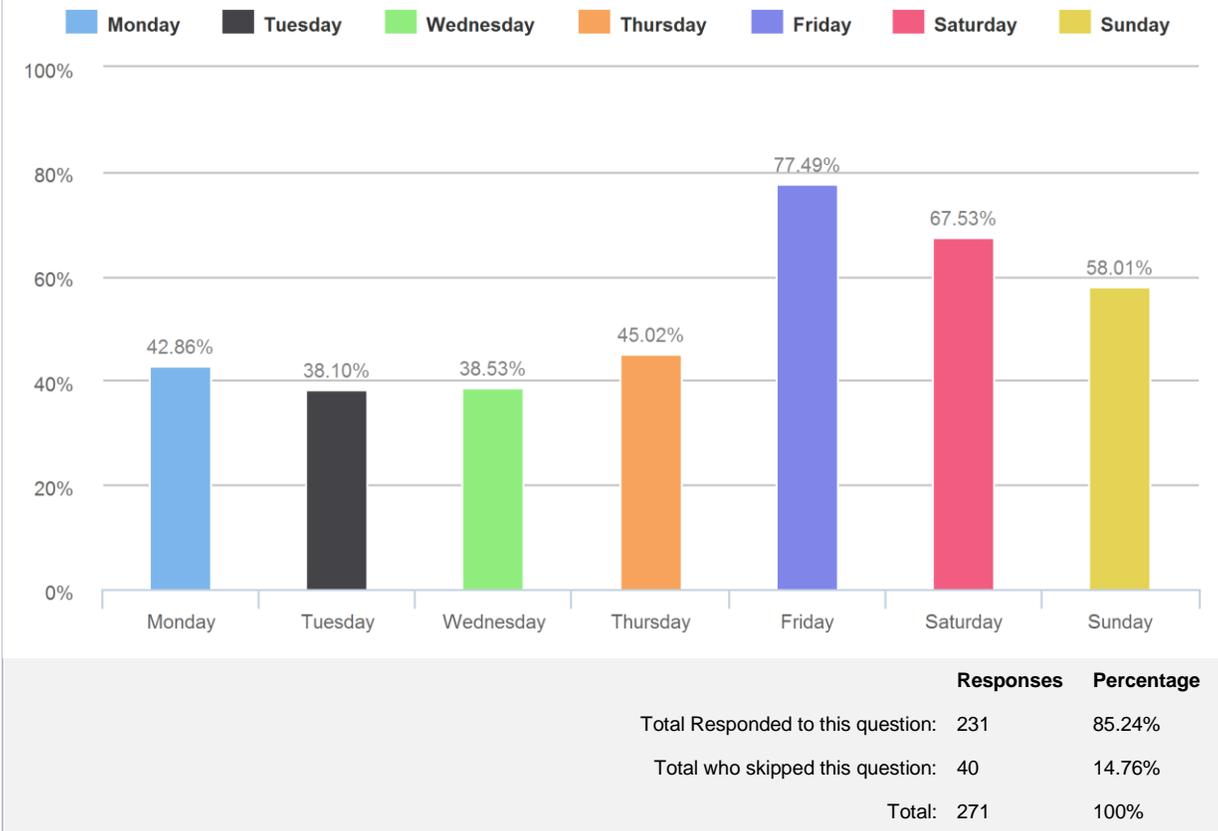
Additional Comments

No.	Response Text
1	More space for golf operations
2	Golf simulator for when course is closed
3	We believe these activities are great for residents and their guests but not others. To open our community to non-residents completely negates having a gated community.
4	cooking classes, wine tastings, gourmet club (could all take place on nights that restaurant is closed.
5	I would strongly recommend business conferences and charity events during the week as well. Could drive additional revenue on slow days.
6	Chamber of Commerce events
7	We have a perfectly fine facility for a lot of these activities, called the Community Center. Why stretch to move them to the Event Center?
8	Public dining
9	Bocci Ball
10	Small area for treadmills, weights. Although realize this brings with it other liabilities and don't feel it is high priority.
11	political info
12	Fitness center
13	live music
14	residents/owners should have time ahead of others to use facilities
15	Dances and dance lessons
16	Exercise classes
17	Weddings ONLY IF profitable. Art/Crafts if some profit to community
18	Exercise and restaurant
19	fitness center should be a priority
20	Weekly community Happy Hours
21	Public bingo nights, Superbowl nights, musical groups for an access fee to community
22	Chickasaw special events, Christmas party, New Year's Eve party
23	Primary use should be for residents/organizations
24	Inviting Ollie (Clemson connected) speakers and instructors
25	A nice quiet place to eat
26	Gym/workout room at community center
27	ESPRESSO & COFFEE OPTIONS! MORNING COFFEE CLUB FOR WOMEN
28	HAVE NEED AN ACTIVITY DIRECTOR TO DRAW OUTSIDE EVENTS.
29	Money raising events to supplement HOA expenses instead of raising dues
30	none
31	comment all usage should be fee based but fees can vary. Not sure what the movie performance stuff is that through mens or womens clubs or outside vender not sure??
32	Usage by outside parties should be limited and when used by outside the \$ amount charge should be very high
33	Health and welfare events, computer/phone/tablet events and community theater and music events.
34	Outsiders should certainly pay a fee that reflects cost+ a profit. Resident usage should reflect what and how much space is used. Regular club activity no fee.
35	Monthly residence dinners (weekly would probably die out after awhile), special guest entertainment, golf company speakers w/ equipment specials, demo days, summer crafts for kids, CPR training, debit card message chair for before/after golf, structured usage of the new facility with posted calendar showing usage times for members/guests/events.
36	Grand Opening with invitations to community leaders and realtors. Offer tours of the property via homeowners golf carts.
37	Live entertainment
38	Community Holiday parties and happy hours
39	Social club membership with ie wine tastings, cooking demos/tasting
40	Golf tournaments with meals. Holiday dinners
41	Value only if keeps hoa fees down.
42	Fitness Center
43	In general, would like facility to be mostly open to community for public restaurant/bar and community events. so limiting the full main floor use would be suggested. Utilizing the other smaller spaces more, would work
44	Pool and ping pong tables (good ones)
45	Community events not private events
46	We have lots of activities
47	Local Business Meetings
48	Push the local business, companies & schools to have a annual golf tournaments here
49	Offer Corporations meeting facilities with golf package
50	Seasonal parties
51	bridge and other social games
52	you should be looking for some golf events to host and help support your investment

53	Golf tournaments or outings; wine / beer / whisky tastings.
54	Dinner after couple's golf.
55	How often will the EC be closed to POA members because it has been rented to outsiders for an event/party/wedding? What is the policy on percentage time the EC will be rented out to non-members?
56	meeting place for community AA meetings.
57	i would not put any money in this
58	POA meetings, firearm safety classes, would love to see a classroom partnership with clemson
59	Movie Club

Q35: Check which days of the week you feel you would be most likely to come to the grill to eat?

All Respondents

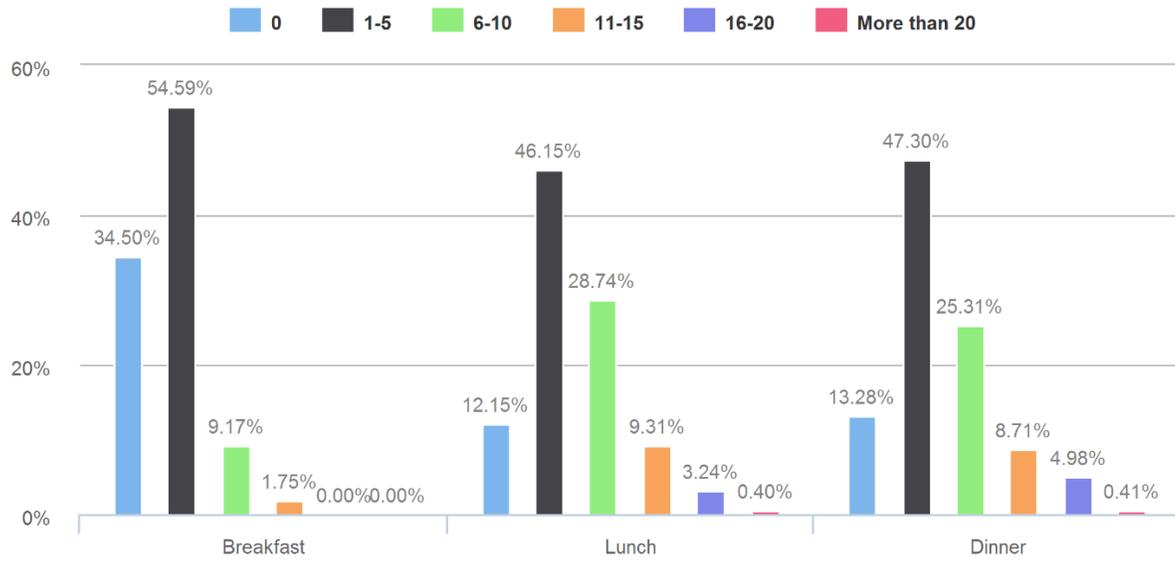


35. Check which days of the week you feel you would be most likely to come to the grill to eat?

		Responses	Percent
Monday:		99	42.86%
Tuesday:		88	38.1%
Wednesday:		89	38.53%
Thursday:		104	45.02%
Friday:		179	77.49%
Saturday:		156	67.53%
Sunday:		134	58.01%
Total Responded to this question:		231	85.24%
Total who skipped this question:		40	14.76%
Total:		271	100%

Based on final regular approved hours of operation, how often would you use the Grill for meals? Estimate the number of meals/month for each meal identified for you, your spouse and family, and your guests. When answering this question please consider how often you would eat in the grill or grab and go as a part of your golfing experience.

All Respondents



Responses Percentage

Total Responded to this question: 253 93.36%

Total who skipped this question: 18 6.64%

Total: 271 100%

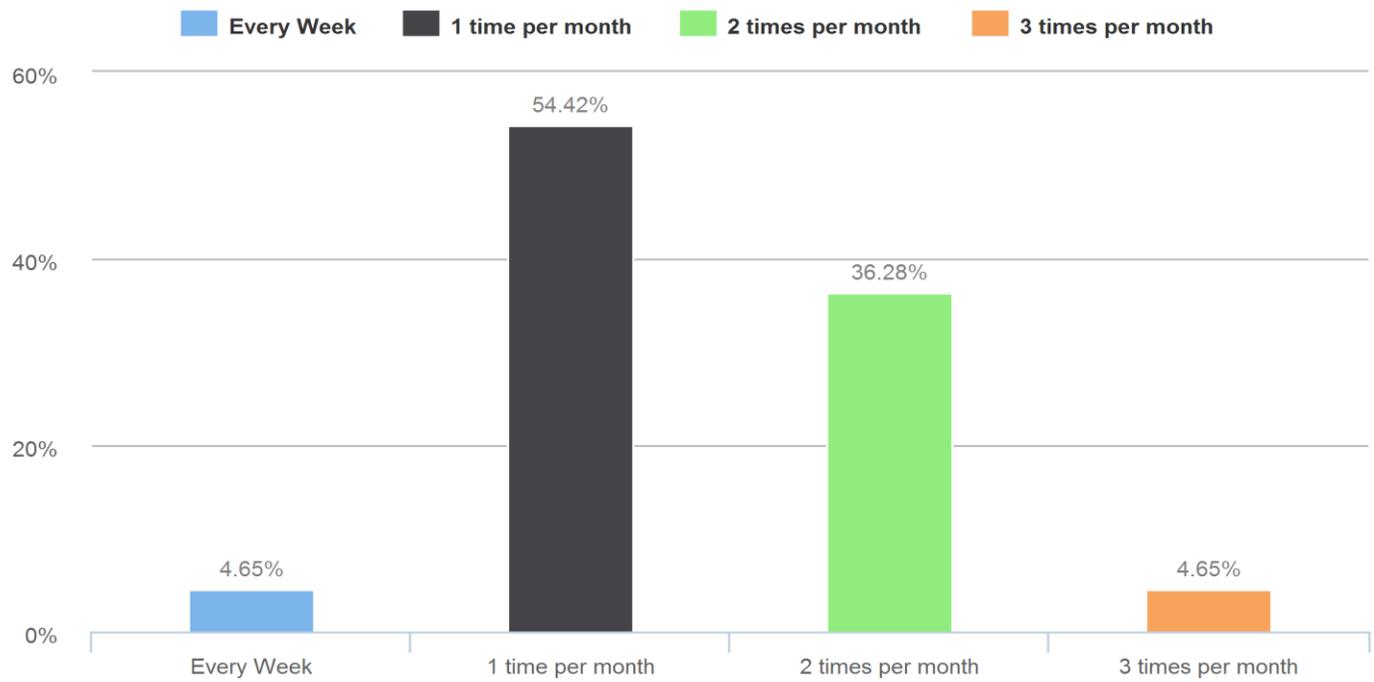
36. Based on final regular approved hours of operation, how often would you use the Grill for meals? Estimate the number of meals/month for each meal identified for you, your spouse and family, and your guests.

When answering this question please consider how often you would eat in the grill or grab and go as a part of your golfing experience.

	0	1-5	6-10	11-15	16-20	More than 20	Total
Breakfast:	79(34.5%)	125(54.59%)	21(9.17%)	4(1.75%)	0(0%)	0(0%)	229
Lunch:	30(12.15%)	114(46.15%)	71(28.74%)	23(9.31%)	8(3.24%)	1(0.4%)	247
Dinner:	32(13.28%)	114(47.3%)	61(25.31%)	21(8.71%)	12(4.98%)	1(0.41%)	241
Total Responded to this question:						253	93.36%
Total who skipped this question:						18	6.64%
Total:						271	100%

Q37: If a Sunday Brunch was offered each weekend, how many times a month would you attend?

All Respondents



Responses Percentage

Total Responded to this question: 215 79.34%

Total who skipped this question: 56 20.66%

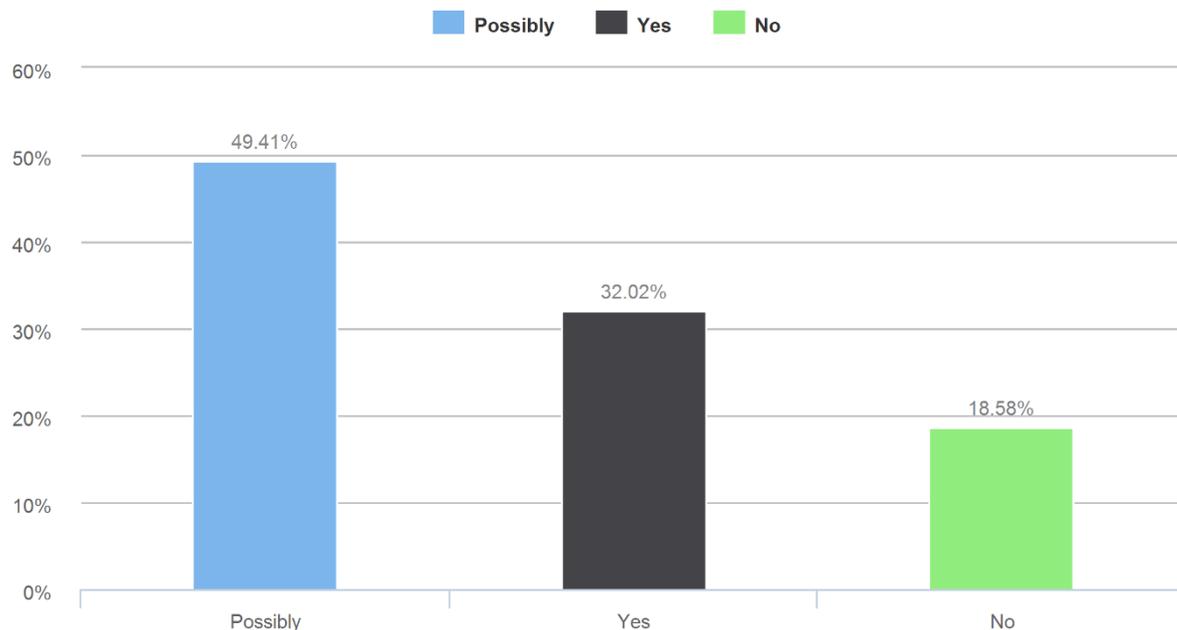
Total: 271 100%

37. If a Sunday Brunch was offered each weekend, how many times a month would you attend?

		Responses	Percent
Every Week:		10	4.65%
1 time per month:		117	54.42%
2 times per month:		78	36.28%
3 times per month:		10	4.65%
Total Responded to this question:		215	79.34%
Total who skipped this question:		56	20.66%
Total:		271	100%

Q38: Would you utilize an evening meal take out service?

All Respondents



Responses Percentage

Total Responded to this question: 253 93.36%

Total who skipped this question: 18 6.64%

Total: 271 100%

38. Would you utilize an evening meal take out service?

			Responses	Percent
Possibly:			125	49.41%
Yes:			81	32.02%
No:			47	18.58%
Additional Comments:			31	12.25%
Total Responded to this question:			253	93.36%
Total who skipped this question:			18	6.64%
Total:			271	100%

38. Would you utilize an evening meal take out service?

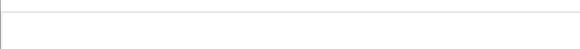
Response	Comments
1	Only if the quality of food and service is of a high enough standard
2	I would try and eat there but on a strict low maintenance kidney diet
3	Depends on quality
4	Given health concerns I would prefer take out service to dine in for all meals.
5	Would depend of cost and quality and menu
6	Haven't been there since 2008 so this means nothing to me
7	Depends on cost and quality
8	Depends on the food offerings
9	Not until we build
10	Hell yes!!!!
11	Only if the menu read diverse enough, AND it was NOT another added cost onto our out-of-control HOA!
12	Depends on meal and price.
13	IF COFFEE/CAFE OPTION- WOULD PURCHASE ESPRESSO/LATTES OFTEN!
14	Depends on food choice and price
15	ALL DEPENDS ON QUALITY AND PRICE
16	Depends on the selection
17	Brunch comment not sure we would go once a month but once every other month
18	Emergency circumstances
19	Simple dinners, frozen dinners should also be considered where we can take it home and microwave them.
20	Most places close-by are closed on Monday so we do takeout from Anderson if we want something on Monday on the way home

- 21 Answer based on price.
- 22 Not the same as a To Go order from restaurant, is it?
- 23 LOVE this idea!
- 24 Doubt if I would use it very often.
- 25 Depends on what the menu is
- 26 Depends on quality and price of food offered
- 27 All answers would depend on cost of food/service
- 28 We don't eat dinner out very often so I don't give this a high priority
- 29 I really like the nearby Spotted Pig BBQ restaurant, and would pick up there, unless the EC chef can do better. The EC grill should be catered by local food services, rather than in-house staff.
- 30 I live across the street so I would use the food service often.
- 31 GRILL CANNOT BE SUPPORTED

Q39: If so, how often per month?

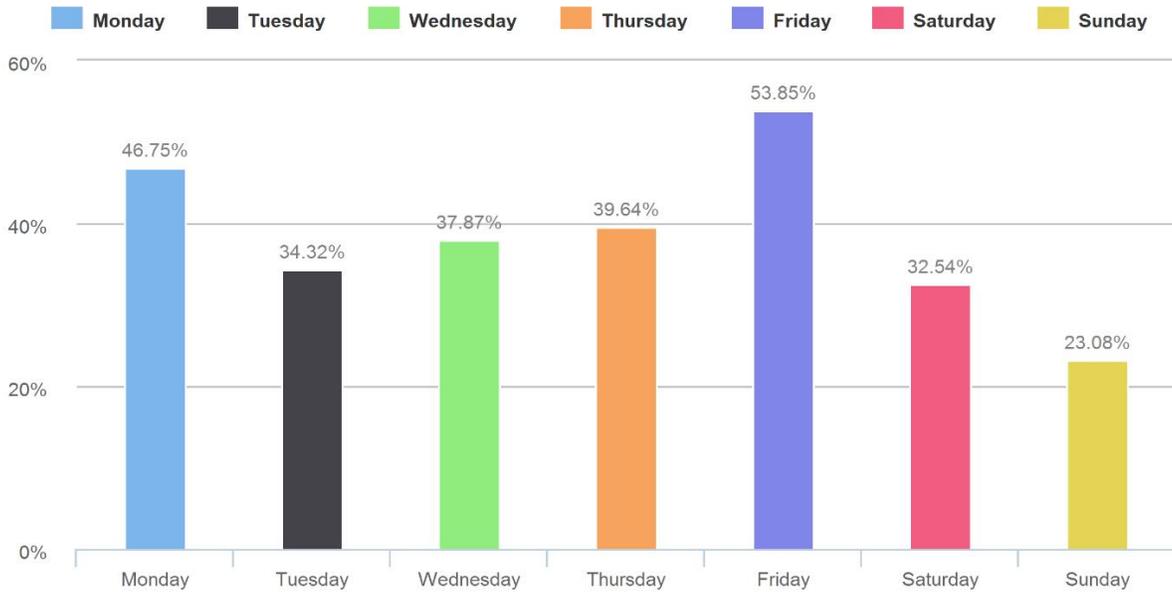
All Respondents

 The chart could not be rendered because there are too many responses to this question.

39. If so, how often per month?			
			Value
Highest:			25.00
Lowest:			0.00
Average:			3.28
Median:			2.50
	Total Responded to this question:	158	58.3%
	Total who skipped this question:	113	41.7%
	Total:	271	100%

Q40: What days of the week for a take home meal service would be the most helpful for you and your family?

All Respondents



Responses Percentage

Total Responded to this question: 169 62.36%

Total who skipped this question: 102 37.64%

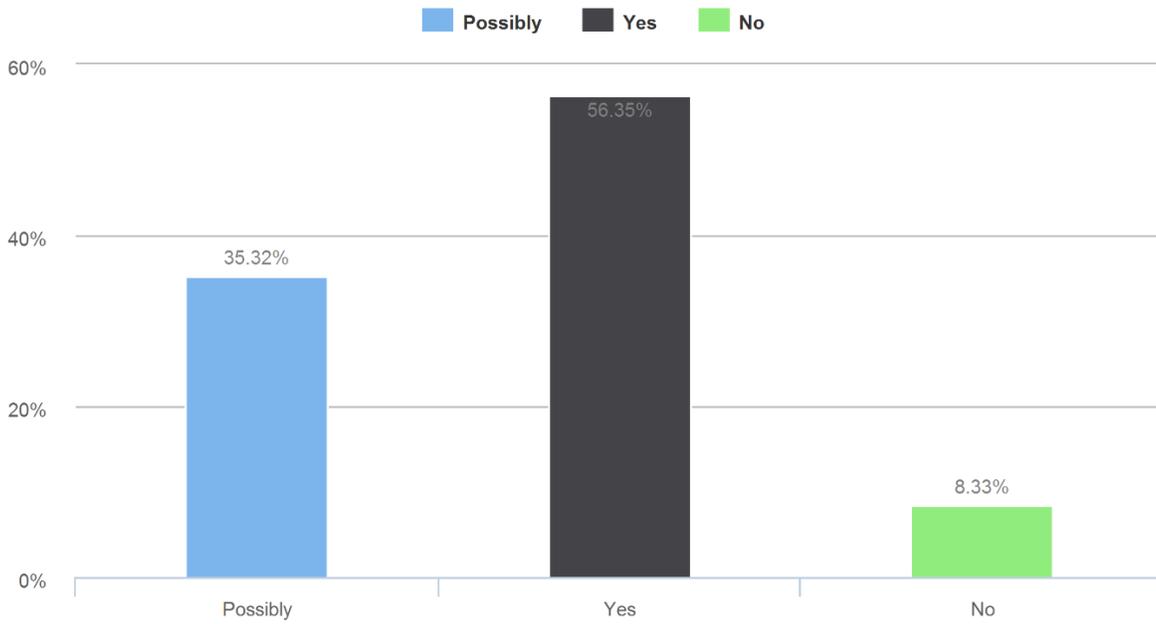
Total: 271 100%

40. What days of the week for a take home meal service would be the most helpful for you and your family?

				Responses	Percent
Monday:				79	46.75%
Tuesday:				58	34.32%
Wednesday:				64	37.87%
Thursday:				67	39.64%
Friday:				91	53.85%
Saturday:				55	32.54%
Sunday:				39	23.08%
Total Responded to this question:				169	62.36%
Total who skipped this question:				102	37.64%
Total:				271	100%

Q41: Would you attend and support music and entertainment events?

All Respondents



Responses Percentage

Total Responded to this question:	252	92.99%
Total who skipped this question:	19	7.01%
Total:	271	100%

41. Would you attend and support music and entertainment events?

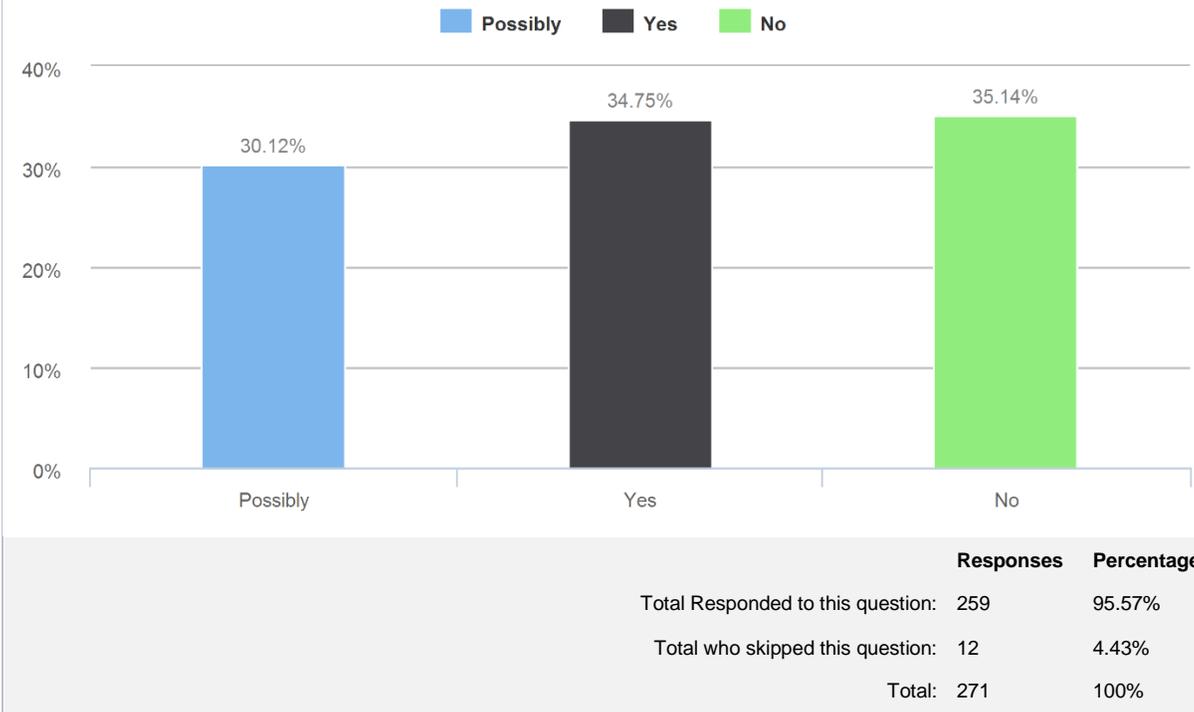
			Responses	Percent
Possibly:			89	35.32%
Yes:			142	56.35%
No:			21	8.33%
Additional Comments:			13	5.16%
Total Responded to this question:			252	92.99%
Total who skipped this question:			19	7.01%
Total:			271	100%

41. Would you attend and support music and entertainment events?

Response	Comments
1	Local bands, famous bands and dances
2	If there's local talent, might be fun to have resident theatre productions (maybe lunch/matinee) for profit to community
3	At the community center - yes
4	Depends on the events
5	Again, depending on cost.
6	Have in the past and will in the future.
7	Great time for community functions
8	If quality entertainment with food
9	Probably
10	Depending upon cost
11	Has to be Elvis's level for us to be interested
12	Dependent upon genre.
13	Great idea.

Would you be willing to deposit a certain amount each month into a voluntary social membership spending/convenience account at the grill if it included additional incentives as part of the membership? For example: If you deposited an amount into your account monthly, you would receive an additional 10% credit to the account. If you deposited \$100.00 per month, you would receive credit for \$110.00 to be used for purchases. Unused funds deposited into your account each month would roll over and be added to the amount deposited in the following month.

All Respondents



42. Would you be willing to deposit a certain amount each month into a voluntary social membership spending/convenience account at the grill if it included additional incentives as part of the membership? For example: If you deposited an amount into your account monthly, you would receive an additional 10% credit to the account. If you deposited \$100.00 per month, you would receive credit for \$110.00 to be used for purchases. Unused funds deposited into your account each month would roll over and be added to the amount deposited in the following month.

		Responses	Percent
Possibly:		78	30.12%
Yes:		90	34.75%
No:		91	35.14%
Additional Comments:		66	25.48%
Total Responded to this question:		259	95.57%
Total who skipped this question:		12	4.43%
Total:		271	100%

42. Would you be willing to deposit a certain amount each month into a voluntary social membership spending/convenience account at the grill if it included additional incentives as part of the membership? *For example: If you deposited an amount into your account monthly, you would receive an additional 10% credit to the account. If you deposited \$100.00 per month, you would receive credit for \$110.00 to be used for purchases. Unused funds deposited into your account each month would roll over and be added to the amount deposited in the following month.*

Response	Comments
1	It would depend on the quality of the food
2	Only because of our part time basis. Depending on the amount set, we may not be there enough to meet the spending amount.
3	I know the quality of the dining food and service will not be of a high enough standard to commit to this. And guaranteeing compensation in this way, ensures that there will be no incentive for management to perform at a level that will result in quality food and service. Restaurant management as well as employees should be compensated according to performance and meeting financial objectives.
4	Just not sure about this.
5	It all depends on diet restrictions and cost. But would try
6	One reason we chose CP was fact that CP did not have mandatory dining charges. We're happy going into town for meals when we want. It would be nice to have a grill and we would eat there but would very likely not do a monthly deposit.
7	Not sure we'd see the value, but would consider
8	You are trying to get in my pocket. This is not Keowee Key !!!
9	But only if the money is not a use it or lose it by the end of the year. It would carry over indefinitely.
10	All this depends on whether you offer vegan or vegetarian meal choices in addition to normal menu.
11	It would depend on how much we like what the restaurant offers.
12	If we come to eat or buy something will pay then.
13	Good idea. Possibly give more % for incentive i.e., \$15-\$20
14	Great idea. I would definitely do this

- 15 **Sounds complicated**
- 16 **As a family that is not there for 6 months a year this is not practical**
- 17 **Great idea**
- 18 **Maybe if we were full time residents but not as part time**
- 19 **We prefer pay-as-we-go.**
- 20 **Like the rollover**
- 21 **We feel that with the proper management, chef, and menu, a yearly minimum spend per home should be required to support the grill.**
- 22 **This particular survey which encompasses the EVENT CENTER should have been presented to the community before a vote took place to move ahead with the project.**
- 23 **I would only do for 6 months a year since I am only there 6 months a year**
- 24 **Great idea**
- 25 **We are already paying for the events center thru the assessments, the capitol campaign, volunteering and the Men's club contributions which we all work hard to compile. Any other monies spent here should only be the choice of the resident.**
- 26 **I would not agree to a standard monthly amount. I would like to see some type of arrangement similar to what was used at the grill.**
- 27 **I would recommend against this as it would substantially reduce our margin and would be difficult to take away once in place. It also prevents you from offering this for temporary times when you need to encourage more dining and drinking.**
- 28 **Great idea**
- 29 **If it cannot support itself, then, just like the golf course, it was ANOTHER poor investment! Investments are supposed to pay you back more, at some point, NOT COST MORE EVERY YEAR to the investors....**
- 30 **This feels too over the top for who we are as a community. This will stir up a hornets nest I'm afraid. People want to use this facility when they want and not feel forced to pay up front. I personally oppose this idea.**

- 31 We were told this facility would not be a drain on us. Again, this is NOT a country club. We did not purchase here to be among country club. People can purchase Keowee Key for that.
- 32 In general, it's like the Golf Pro Shop convenience account. This saves tremendously on individual credit card transaction fees.
- 33 I would rather get a discount at point of sale as a POA member.
- 34 Depends on the quality of food, bad food does not get eaten
- 35 Not sure I understand the reasoning of giving money away when we need to remain profitable. Having a convenience account or tab sounds good but also has to be maintained by hired help. Does that take too long to keep up with?
- 36 All financial transactions should be "cashless", thus no cash. Chickasaw residents use account, while outside guests use credit card. Prices and margins (and credit back for residents) are established to pay for the added cost of credit cards. Account deposit amount can have "incentive" to attend option. Example: If someone deposits more than \$500 at a time, then receive 12% credit otherwise 10% credit.
- 37 Would agree to \$200 a month.
- 38 If it is up to us how much to deposit. Question: would that include liquor?
- 39 Although leadership views our yearly charges as being in line with state and national standards, we are paying more for dues at Chickasaw than we have in two communities with million-dollar homes in Charlotte. This would be an additional \$1200 per year and would affect the value proposition. If the clubhouse cannot be sustained by voluntary membership than we shouldn't have done it.
- 40 Wouldn't want a required membership.
- 41 Yes, if the amount is not Required every month.
- 42 I don't anticipate using the restaurant or clubhouse
- 43 Suggest \$50 min on month-to-month basis
- 44 In your above example all property owners should get a 10 percent credit regardless if you have an account or not. An account is just a way to get money up front and make people feel obligated to come in and use their account dollars while grill gets money interest free.
- 45 Would not attend Sunday brunches. Does the voluntary membership include alcohol?

- 46 Pay as u go for my family don't know how much we would use the grill and I assume bar or does that include pro shop. Still pay as u go for now until we see how much we use it
- 47 I think that this is VERY important to ensure a consistent dining experience for all guests since one of the key aspects of a properly run restaurant is a cash flow that allows for quality food, regular ordering and not having to compromise menu items or item quality (or portion) due to cash flow concerns. That consistent experience is what keeps people coming and recommending to others.
- 48 Need more definitive info before a solid yes.
- 49 Never
- 50 Not monthly, only on an as needed to replenish account.
- 51 Would support this being mandatory also
- 52 Great idea!
- 53 I like it. Makes people realize that that much makes the business viable and people commit to it.
- 54 I see you are now on the way to a mandatory requirement to support this folly. I thought POA dues were to cover this.
- 55 What type of purchases? If the credit is to be used against food and alcohol beverages, then my answer would be yes.
- 56 Too much administrative overhead. Why not just give residents a discount each time they visit?
- 57 I would not support a mandatory membership deposit
- 58 Again, cost of food/service would dictate usage. There have not been any cost estimates done. Will the cost be equal to or same as restaurants in town? Will the menu be varied? Will service be good?
- 59 Don't think this is a good idea to require homeowners to put money upfront to use for the grill. If you are looking for money to support operations of grill from the homeowners that should tell you something about your confidence in your investment. The grill was supposed to be open to the public to generate sufficient operational revenues.

- 60 I feel this is very important to maintain a higher Quality. If the Quality is good then I would choose to spend here before going elsewhere.
- 61 Like that idea
- 62 I presume this question is here as the proverbial "camel's nose under the tent flap" to begin initial steps toward a mandatory social fee to support the Event Center. Otherwise, why even ask this question on a survey? There is no good reason to ask now, except as an initial feeler for the mandatory social fee, which has been discussed.
- 63 I have no use for this money pit.
- 64 There is no need to do this and I would not want to participate.
- 65 We're most interested in outdoor dining. Our dog goes with us pretty much everywhere. Generally speaking, if we can't bring her, we don't go.
- 66 I have seen other communities with over 1500 homes (Over 3000 people that could not support a grill)